September 1, 2004

TO: NITC Commissioners

FROM: Rick Becker

SUBJECT: **Unified E-mail System Update**

1. Update on Implementation of Basic E-mail

Activity since adoption of the revised e-mail standard in June:
- Prepared a **service level agreement** (SLA) for agencies using basic e-mail.
- Documented e-mail **administrator tasks** for setting up new accounts.
- Created spreadsheet for documenting new users and incorporating new accounts into the **secure directory services** environment.
- Created **documentation for agencies** to aid in setting up new accounts and migrating users.
- Contacted agencies to take part in **pilot testing**. Representatives of two of these agencies were added to the work group (Department of Agriculture and Supreme Court).
- Identified list of agencies to be transitioned during **first phase of migration**.
- **Software**. Due to a delay by the vendor, the latest version of the e-mail software was not available until the middle of August. After receiving the software, administrators set up a test environment at IMServices, including integration with the directory. Test accounts were created for technical staff in the pilot agencies.
- **Hardware**. The production e-mail server was delivered on August 31. Server setup expected to be completed the second week of September.

2. Next Steps

- September 13, 2004: Basic e-mail hardware and software installation completed and in production.
- September - October 2004: Pilot testing with 5 agencies (Department of Agriculture; Supreme Court; Office of the CIO; Board of Engineers and Architects; and IMServices)
- October 2004 through February 2005: Conversion of agencies currently on DOC and NOL servers; and OfficeVision users
- After February 2005: Conversion of agencies with their own POP mail servers.
- Migration of Microsoft Exchange agencies.